

EXEMPT RECRUITMENT ANNOUNCEMENT
Contact Center Specialist
Guaranteed Education Tuition Program

Reports to: Contact Center Manager
Division: Guaranteed Education Tuition Program
Classification: Exempt
Open to: 4:00 p.m., November 8, 2013
Annual salary: \$33,075

AGENCY PROFILE

The Washington Student Achievement Council links the work of the secondary schools, higher education, and state education agencies to achieve the mission of improving educational outcomes for students at all levels. Supported by a cabinet-level state agency, the nine-member Council proposes improvements and innovations needed to adapt the state's educational institutions to evolving needs, and advocates for increased financial support and civic commitment for public education in recognition of the economic, social, and civic benefits it provides. The agency also conducts research and analysis, protects education consumers, manages the Guaranteed Education Tuition (GET) college savings program, and administers state and federal financial aid programs.

DIVISION PROFILE

The Guaranteed Education Tuition (GET) program allows families to purchase tuition units now for use at a later date. These funds are invested and the account owner is guaranteed a return that will cover tuition at some future date. GET offers a safe and secure opportunity to save for college, therefore increasing college affordability and reducing dependence on other forms of financial aid. The Committee on Advance Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the executive director of the Washington Student Achievement Council, the State Treasurer, the director of the Office of Financial Management, and two citizen members.

GENERAL POSITION DESCRIPTION

This is a full-time exempt position that provides services to the customer service unit of the GET program. This position resides in a small Contact Center with five to six other Contact Center Specialists and reports directly to the Contact Center Manager. Specialists assist with the enrollment process for prospective and current customers.

Management of customer accounts includes: account options (consists of math calculations) for contract changes and payoff amounts, payments on accounts, payment arrangements, and collection of money. Written requests from current account-holders, including account changes, corrections, refund requests, and material requests, are provided via our program database software. Communication with customers includes email, telephone, fax, mail, and in-person. Back-up to the front desk is necessary at times. This position works with IT to develop and test new systems and works with marketing on marketing strategies.

This position will interpret and apply knowledge of laws, regulations, policies, procedures, and record-keeping processes in the resolution of inquiries, complaints, or concerns. This position is responsible for relaying current information on IRS code and FAFSA rules in coordination with 529 plans. This position is exempt from civil service rules and regulations, and is covered by the Fair Labor Standards Act.

REQUIRED QUALIFICATIONS

- Two years' experience working in a customer service or contact center environment.
- Ability to identify, define, and resolve problems in a quick and efficient manner.
- Leadership qualities and teamwork experience a must.
- Outstanding written and oral communication skills.
- Ability to maintain accurate records, maintain spreadsheets, and complete forms.
- Ability to follow oral and/or written instructions from supervisor and co-workers.
- Demonstrated proficiency in Microsoft Word, Excel, PowerPoint, and Outlook.

DESIRABLE QUALIFICATIONS

- Ability to remain flexible to changes in assignments and/or situations.
- Ability to organize and prioritize activities and work with a variety of staff and programs.
- Working knowledge of SCT Banner software and Laserfiche Imaging.

APPLICATION PROCEDURES

To be considered for this position, you must possess the qualifications listed above and submit a complete application package directly to the Washington Student Achievement Council OR through careers.wa.gov.

1. **Letter of Application:** In your letter of application, provide an overview of your background and qualifications and describe why you are the best candidate for this position.
2. **Resume:** A current resume, including work experience and education.
3. **References:** A list of names, titles and current telephone numbers of (3) employment references.
4. **Supplemental Questionnaire**
5. **Authorization to Release Information form***
6. **Affirmative Action Form (optional)***

*These forms can be found on our website at: <http://wsac.wa.gov/employment>

Electronic application packages are encouraged and should be sent in **MS Word format or as a .pdf only**, with “CCS” in the subject line.

Email: karenm@wsac.wa.gov | **Phone:** 360-753-7802

Karen Moton-Tate
Washington Student Achievement Council
917 Lakeridge Way
Olympia, WA 98504-3430

Please note: The quality and completeness of the required application materials will be considered in determining whether candidates will move to the next phase of the screening process. Generic cover letters will be considered non-responsive and may eliminate you from further consideration. You should keep a copy of your application for your files.

The Washington Student Achievement Council is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application, and selection process to applicants with disabilities who request such assistance. Please call (360)753-7802 as early as possible regarding any assistance you may require.

GET Contact Center Specialist
Supplemental Questionnaire
November 2013

Please provide short responses demonstrating how you meet the each of the stated requirements. This document must be included with your application packet to be considered for this position.

Required Qualifications

Requirement	Response
Two years' experience working in a customer service or contact center environment.	
Ability to identify, define and resolve problems in a quick and efficient manner.	
Leadership qualities and teamwork experience.	
Outstanding written and oral communication skills.	
Ability to maintain accurate records, maintain spreadsheets and complete forms.	
Ability to follow oral and/or written instructions from asupervisor and co-workers.	
Demonstrated proficiency in Microsoft Word, Excel, Power Point, and Outlook.	

Desirable Qualifications

Requirement	Response
Ability to remain flexible to changes in assignments and/or situations.	
Ability to organize and prioritize activities and work with a variety of staff and programs.	
Working knowledge of SCT Banner software and Laserfiche Imaging.	